



Department of Veterans Affairs
Financial Services Center
1615 Woodward Street
Austin, TX 78772

VA FSC and OB10 Vendor Guide

Thank you for participating in the Department of Veterans Affairs (VA) e-Invoicing initiative with OB10 inc, a preferred service provider for e-Invoicing on behalf of the VA. We appreciate your support and hope this e-Invoicing guide helps you to efficiently use OB10 as VA intends it to be used. The goal of this initiative is to reduce overall processing time and ensure you, the vendor, are paid as quickly as possible in compliance with the Prompt Pay Act.

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A. Invoice Data Requirements

VA will require the following information for each electronic invoice. Failure to populate the following information on an invoice submitted to OB10 will result in that invoice being rejected back to you:

- A Valid Veterans Affairs Purchase Order (PO) number; Clarity can be offered by 1-877-353-9791.
 - Typically a PO Number will begin with a numeric and end with a numeric with a total character count of 9.
 - Example: 123A56789
- Your Contact Details - including Name, Phone, and Email.
- Your Veterans Affairs Point of Contact - including Name, Phone, and Email.
 - The point of contact could be your Certifying Official (CO) or (COTR) listed within your Contract. Clarity can be offered by 1-877-353-9791
- Quantity of items invoiced by line number.
- Cost per item invoiced. (Unit Price)
- An invoice that Balances.
 - Unit Price, Quantity, Line Totals, Special Charges, and Taxes must calculate correctly.
- Unit of measure for each item invoiced. (ex. each, box, pound)
- Remit to address, city, state, and zip code.
- DUNS Number – if applicable.
- For Good - Ship from location, including address, city, state, and zip code
- For Services - The Period of Performance or “Start and End Date”
- Invoice number – Must be a unique invoice number.
- Invoice date:
 - An Invoice Date must be within the last 364 days: If today is 11/20/2013, the invoice date must be within 11/21/2012 to 11/20/2013.
- Tax amount - if applicable.
- Freight or special charge amount - if applicable.
- Discounts- if applicable.
 - Including percentage and day terms.

******explanations of unit price, surcharges, and other special characteristics should be included in the general text fields of the invoice where applicable to assist the VA in their effort to promptly process and pay your invoice.





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B. OB10 Invoicing Methods – Integrated Solution v. Web Form Users

- OB10 Vendors are given the option to use the Integrated Solution or the Web Form when they are enrolled on the network.
- The Integrated Solution (File Submission) —generally for high volume suppliers or those with more sophisticated billing systems—allows vendors to send a consistent flat file exported from their accounting system that is automatically processed by OB10's intelligent network.
- The Web Form (Online Portal) solution allows smaller vendors or those who cannot export a flat file to visit the OB10 website and either key invoice data manually or use a manually created template to invoice.
- This guide will provide an overview of the portal. All vendors have access to the portal for reporting and support functionality, though only Web Form vendors have the ability to submit invoices via the steps detailed below.
- Further information can be obtained at <http://www.ob10.com/veternsaffairs>
- **If you've registered your company with OB10 to invoice the VA, please be advised the process requires validation of your company information and TIN. If the information provided to OB10 is incorrect or missing when compared to SAM, verification can take longer than the typical 4 business day response time from VA FSC to OB10. You will receive a communication from OB10 regarding the information that maybe incorrect per FSC. You will not be able to invoice until a *Ready To Transact* (RTT) email is issued from OB10.**

Benefits of using the OB10 e-Invoicing solution:

- **Guaranteed invoice delivery** – Delivery of Invoices directly into the Financial Service Center (FSC) payment system and routed nationally for approval, reduction of invoice receipt inquiries
- **More predictable payment** – we can process electronic invoices much faster than paper
- **More streamlined, fewer exceptions** – Elimination of mail processing time, postage, data errors and lost or misplaced invoices
- **Improved cash-flow management** – our process is more transparent; you can check the status of your invoice and know it has been delivered.
- **The ability to store and retrieve invoices** – through OB10's online archive
- **No installation of hardware or software required** – not cost-prohibitive





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C. OB10 Portal – Visual Walkthrough

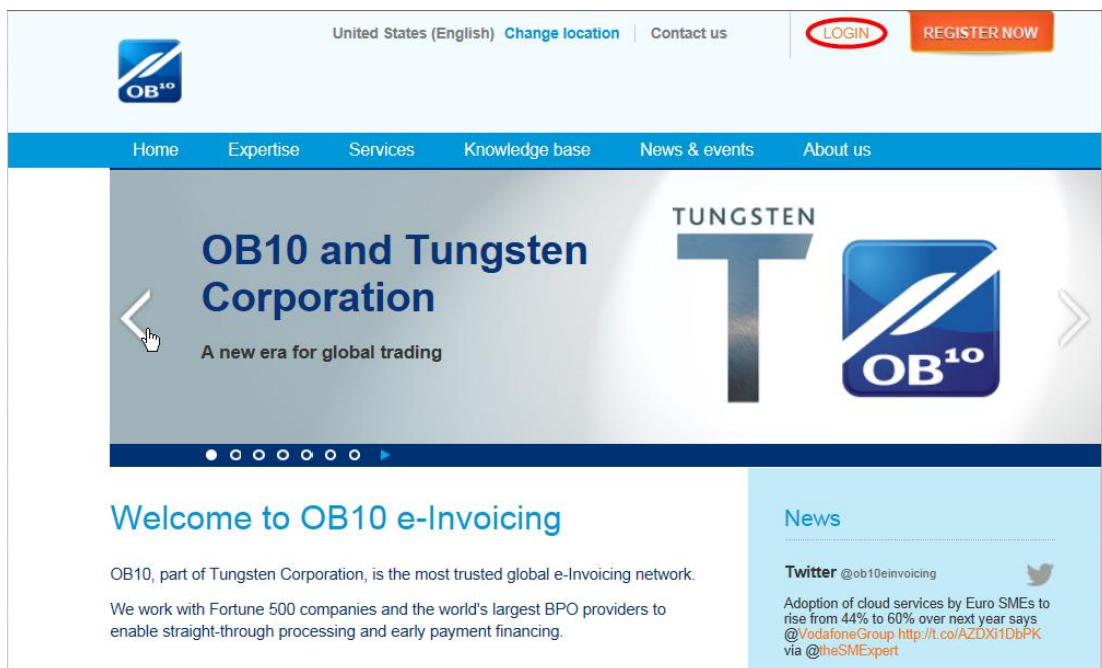
- The following pages will provide screenshots of the OB10 Portal to provide a walkthrough for Web Form suppliers. These images will overview all of the steps taken to invoice VA.
- Should you need more information than what is provided, the information at the end of this guide to contact OB10 United States Support or the VA FSC Customer Care Team.

1. Login to your OB10 Account (If already Registered)

- Go to <http://www.ob10.com/veteransaffairs>

- If you are planning to “Bookmark” a page; this page should be Bookmarked

- Click on the ‘Login’ button at the top right





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- Enter your email and password credentials.

- If you do not have your credentials, please contact your account administrator or contact the automated resets within OB10 Support by left clicking “Forgot your password” or “Forgot your details”.

-If you do not have an OB10 account; select OB10.com on the right hand side and select the account type you would like to pursue.

The screenshot shows the OB10 login and account setup page. The header features the OB10 logo and the tagline "Intelligent invoicing. Passionately delivered." The main content area is divided into two sections. On the left, there is a "Login" section with fields for "Email" and "Password", a "Login" button, and links for "Forgot your password" and "Forgot your details". On the right, there is a blue section titled "The smarter way to get paid" with the subtext "Improve your cash flow with OB10 e-Invoicing". This section lists four steps: 1. CREATE (Create and submit invoices quickly and easily), 2. DELIVER (Rely on guaranteed compliance and delivery), 3. TRACK (View the status of your invoices on demand), and 4. GET PAID (Enjoy predictable payment). To the right of these steps, there is a section titled "Not part of the OB10 network?" with the text "Discover how our range of e-Invoicing services can help you." and a button labeled "OB10.com >". The footer contains copyright information: "© Copyright OB10" and "OB10 and the OB10 logo are trade marks of OB10 Limited and are protected by law."

- Enter the specified characters of your memorable word (optional security setting).
If not prompted for memorable word, your administrator has disabled this functionality under “My Account → Manage Security Setting”.

The screenshot shows the OB10 "Enter memorable word" page. The header features the OB10 logo and the tagline "Intelligent invoicing. Passionately delivered." The main content area has a title "Enter memorable word" and a subtext "Please confirm the following characters of your memorable word." Below this, there are two input fields: "Letter 1 of your memorable word" and "Letter 4 of your memorable word". At the bottom of the input fields, there are two buttons: "Continue" and "Cancel". Below the buttons, there is a link: "If you have forgotten your memorable word, click here." The footer contains copyright information: "© Copyright OB10" and "OB10 and the OB10 logo are trade marks of OB10 Limited and are protected by law."





2. Welcome to the OB10 Portal Homepage

- This homepage is designed to give you access to all functionality in a very straightforward and intuitive manner. Use the menu bar at the top of the page, tiles to the right side, and widgets (fully customizable) to navigate the OB10 Portal. Remember too, overview videos and support is just a click away in the top right corner.

- The image below highlights the **Tile** section of the homepage. Tiles will be your quickest way to create invoices, manage reports, view messages from your buyer(s), and check ticket status/updates.
- As this document moves on, we'll take a look at each of these sections.
- **As of 2012, the OB10 Transaction widget no longer applies to VA vendors. You'll be able to submit invoices regardless of the transaction count without the need for codes or requests.**





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3. Your Company's Details in OB10.

- Storing repetitive or required data can be easily accomplished with your OB10 Portal with the “My Account” page.

VA OB10 Demo Configure Home Page **My Account** Help & Support Log Out

Welcome back, Veterans Affairs OB10 Trainer

Home Invoicing My POs Customers Reporting

Welcome to the OB10 Portal!

Our goal is to make invoicing quick and easy.

You can tailor the portal to meet your needs by configuring the widgets on your home page, creating your own reports and viewing recent invoices at a glance.

If you have any questions or feedback, please get in touch via the [Help & Support](#) page.

Saved reports OB10 transactions

Create Invoice 3 Invoices ...
My POs My Reports
You have 2 ... OBI updated ticks ...

- “My Account” allows you to update or change your personal information or login credentials, update or modify your company details, managed alerts, and set static data like Remittance Address.

My account

Update the information on your company, profile and contacts, and manage your messages and alerts.

My profile

My profile

- Update your user details
- Change your password
- Change your security question

My messages

- View and manage your messages
- View your surveys

My company

Company information

- **Update company details**
- Manage security settings
- Upload a company logo

Users

- View your users and their rights

Contacts

- View and manage your contacts

Alerts & notifications

- Support ticket alerts
- Invoicing

Invoice information

- Ship from details
- **Remit details**
- **Static data**
- Units of measurement





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- The page "Update company details" contains the section for your company's physical address and the required field for Taxpayer Identification Number (TIN).
- The majority of information was most likely entered during Registration with OB10, however the TIN is a validated field and can cause invoice delay or rejection if incorrect. N/A or Not Applicable is not a valid TIN for VA submissions.

Company name*	VA OB10 Demo
Country*	UNITED STATES
Street number*	123 Testing
Street name	
Address 3	
City	Atlanta
State	Georgia
Postcode	30066-4762
Tax payer ID* ?	12-3456789
	N/A is not an acceptable TIN for VA.
Registration number* ?	N/a





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- The page "Remit Details" contains the section for your company's physical Remittance address and is required to process your invoice. Failure to provide your Remittance address will cause your invoice to fail.
- Your remittance bank details should be within the System for Award Management "SAM" and provided to VA FSC for ACH Payments as advised at the end of this guide.

Remit details

Please enter the remittance information you wish to appear on your invoices.

Remit to: address information

Company name*

OB10 Training Account

Country*

UNITED STATES

Name* ?

John Doe

Street number*

1234 Alabama Ave.

Street name

City

Atlanta

State

Georgia

Zip code*

30066





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-The page “Static Data” contains the section for your company’s DUNS and is preferred to process your invoice. Failure to provide your DUNS will NOT cause your invoice to fail, however it does assist in certification of your invoice for prompt payment.

Welcome back, Veterans Affairs OB10 Trainer

[Home](#) [Invoicing](#) [My POs](#) [Customers](#) [Reporting](#)

My profile

> [My profile](#)

> [My messages](#)

My company

> [Company information](#)

> [Contacts](#)

> [Users](#)

Static data

Enter any information that should appear on every invoice, such as who the buyer should contact if it has a question.

Line 1	<input type="text" value="12-345-6789"/>
Line 2	<input type="text"/>
Line 3	<input type="text"/>
Line 4	<input type="text"/>

4. Creating an Invoice

- Creating an invoice can be done in any number of ways using the OB10 Portal. When creating an invoice from scratch, the first invoice will take longer than subsequent invoices if saved as a template.
- Once you complete an invoice; you can create a template and use it again and again to reduce time if you are invoicing for similar items, PO's, or reoccurring invoices.
- Plus signs (+) allows you to populate saved information. Repeat items and contacts can be stored on the portal for ease in future invoicing. The plus sign can be used for Contacts, Unit of Measure, Ship To and From locations, and Tax type to add to the drop down list of options.

Your details

Your name

Your tel

Your email

Who you are invoicing

Name

Tel

VA OB10 Demo
123 Testing
Atlanta
GA
30066
UNITED STATES

☐ Click here if the 'Ship from' details are different from the Invoice from details.

Invoice details

Invoice number*

Sample for Guide

Document type

Invoice date*

Purchase order (PO) number

Contacts

Select	First name	Last name	Email	Edit	Delete
	va.	statehomes.demo	va.statehomes.demo@ob10.com		
	Veterans Affairs OB10 Trainer	OB10 Trainer	jarrod.brysonVA@ob10.com		

1

Page size:

Displaying page 1 of 1, items 1 to 2 of 2

Add





We will cover each step below in the following detail;

VA OB10 Demo

Welcome back, Veterans Affairs OB10 Trainer

Home Invoicing My POs Customers Reporting

1 Create invoice
Create or work with draft invoices, credit notes or purchase orders.

2 Template management
Create and manage templates for your invoices and credit notes

Invoice status
See where your invoices are and what happens next

Purchase OB10 transactions
Buy invoice transactions

OB10 transactions
You have 12 invoices remaining. Here is some further information about your remaining transaction count and instructions on how to purchase more.

Find invoice

When will I get paid?

- In the image above, you will see that the menu bar → [INVOICING] however the create invoice tile will take you to the invoice screen. Click on the orange “Create Invoice” tile to move on.

*Note too that the menu bar → invoicing also allows you to create and view templates. More on that later...

Create invoice
Create or update a new invoice or credit note

New invoice

Customer*
Test Buyer Entity - AAA126831007 +

Select option*
New invoice

Invoice number* ?

1. Use the + to change customer

2. Select whether to create a new invoice from scratch, use a template, or PO Convert

3. Populate a UNIQUE invoice number

OB10 transactions
60
Purchase history
Purchase more invoices

Saved invoices

Invoice number	Buyer name	Gross amount	Saved date	Edit	Delete
0202102	GlaxoSmithKline Inc. CA (TEST A/C)	0.00	about 16 hours ago		
1515151515	OB10 Limited	1.00	14 days ago		

Show Invoices Group Inc. (DO NOT USE - FOR TESTING)





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- Once you have chosen your buyer (Department of Veterans Affairs), selected to create a New invoice, and given your invoice a unique Invoice Number, click **Create**.
- The first section is for Header level Supplier, Buyer and Invoice Details. This is also where you can enter your Purchase Order number, Invoice Date, and Billing Details.

Invoice #Sample for Guide

[Help with this page](#)

Your details	Invoice details
<p>Your name ?</p> <p><input type="text" value="Your Name"/> +</p> <p>Your tel</p> <p><input type="text" value="1-877-489-6135"/></p> <p>Your email</p> <p><input type="text" value="OB10@ob10.com"/></p>	<p>Invoice number *</p> <p>Sample for Guide </p> <p>Document type</p> <p><input type="text" value="Invoice"/></p> <p>Invoice date ?</p> <p><input type="text" value="12/11/2013"/></p> <p>Payment due date</p> <p><input type="text" value="12/11/2013"/></p> <p>Delivery date</p> <p><input type="text" value=""/></p> <p>This field is required if you are providing GOODS</p> <p>Currency ?</p> <p><input type="text" value="US Dollar"/></p> <p>Purchase order (PO) number ?</p> <p><input type="text" value="123A56789"/></p>
<p>Who you are invoicing</p> <p>Name ?</p> <p><input type="text" value="Start typing to search"/> +</p> <p>Tel</p> <p><input type="text" value=""/></p> <p>Email</p> <p><input type="text" value=""/></p> <p>Department of Veterans Affairs Financial Services Center PO Box 149971 Austin TX 78714-9971 UNITED STATES</p> <p><input type="checkbox"/> Click here if the 'Ship to' details are different from the Invoice to details. This field is required if you are providing GOODS</p> <p>Click here for additional header fields such as Delivery/GRN number, Cost centre etc</p>	

- The Invoice Date can't exceed 364 days from the date of submission.

Invoice details
<p>Invoice number *</p> <p>Sample for Guide </p> <p>Document type</p> <p><input type="text" value="Invoice"/></p> <p>Invoice date ?</p> <p><input type="text" value="12/11/2013"/></p> <p>Payment due date</p> <p><input type="text" value="12/11/2013"/></p> <p>Delivery date</p> <p><input type="text" value=""/></p> <p>This field is required if you are providing GOODS</p> <p>Currency ?</p> <p><input type="text" value="US Dollar"/></p> <p>Purchase order (PO) number ?</p> <p><input type="text" value="123A56789"/></p>







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- Within the first box listed “Your Details” as displayed below. You must provide your Name, Phone, and Email address to process an invoice for the VA.
- If you are shipping from a different location than what is listed, you should select “Click here if the ‘Ship from’ details are different from the Invoice from details.”

Invoice #Sample for Guide

Your details

Your name 
 

Your tel

Your email

VA OB10 Demo
123 Testing
Atlanta
GA
30066
UNITED STATES


☐ Click here if the 'Ship from' details are different from the Invoice from details.




- In the “Who are you Invoicing” section, click on the “+” link to add information such as the bill of lading, delivery note number, payment reference, account code, or cost center.




4. Adding Normal Line Items



- Next, we move on to adding line items. Line items can include Goods, Services, Freight, Surcharges, Special lines etc. and should be added one at a time to ensure they are saved. Once a line item is completed, save it by pressing the “save line item” button.
- Adding invoice line information should be easy. Simply populate fields that apply to you exactly like you are creating a paper invoice.


Invoice items

Line item type 
Goods

Product code  Product description* 
 

Unit*   Quantity* Price* 

Tax type*  Tax amount 

 Click here for additional line level information such as PO/Delivery details, discounts, and other additional information

Net	0.00
Discount	0.00
Tax	0.00
Total	0.00





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- Click the plus sign (+) below the gray box to add information additional line information. This step will allow you to populate information that VA REQUIRES on a conditional basis. *PO Line Number, Service Delivery Start Date, Service Delivery End Date*
- **OB10 can't provide clarification regarding the Line Item Type (Good or Service), Description of the item you are invoicing for, the Unit of Measure (UoM), or taxes that should apply.**
- **Clarification of the referenced items should be obtained by reviewing your contract and Purchase Order issued to you.**

See examples below of how you might enter a line item for a **GOOD** or **SERVICE**.

4.a) - If you provide **GOODS** to the VA, you must select "Goods" Line Item Type.

- In unison, ensure you have provided the "SHIP TO" details of the location you've shipped product to with the Header Level of "Who you're invoicing" by selecting the box.

Invoice items

EXAMPLE OF A GOODS LINE ITEM

Line item type ?
Goods

Product code ? 25AA2345 Product description* ? Heart Valve Blood Pints Unit* ? Liquid Ton Quantity* 789.000 Price* ? 178.25600

Click here for additional line level information such as PO/Delivery details, discounts, and other additional information

PO number ? PO line number ? Additional information ?

Delivery note number ?

Delivery start date Delivery end date

The fields below have been added by your buyer.

GL number ? Cost center Part category European Article Number Part number

Save line item Cancel

Total w/o tax	140,643.98
Discount	0.00
Total	140,643.98





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4.b) - If you provide **SERVICES to the VA, you must select “Service” Line Item Type.**

- In unison, ensure you provide “*Service delivery start date*” and “*Service delivery end date*” for the Period of Performance.

Invoice items

EXAMPLE OF A SERVICE LINE ITEM

Line item type Service

Product code Product description Unit Quantity Price

FAR 2345 Annual Maintenance Georgia Month 12.000 7,654.32000

[Click here for additional line level information such as PO/Delivery details, discounts, and other additional information](#)

PO number PO line number Additional information

123A56789 3 Conference and Host Internship with Catering. Ordered by John and facilitated with Jim. Further details attached in PDF.

Delivery note number

Service delivery start date Service delivery end date

11/1/2013 11/30/2013

The fields below have been added by your buyer.

GL number Cost center Part category Part number

European Article Number

Save line item Cancel

Total w/o tax 91,851.84
Discount 0.00
Total 91,851.84

5. Adding Purchase Order (PO) Number and PO Line Number.

- PO Number and PO Line Number can be found on your Official VA purchase order.
- This information **MUST** be populated on every invoice within the Header Level Details (Top Section) below Currency.
- When possible, the PO Line Number should be added within each line item by selecting the “” to reflect the line you are billing for, mirroring your VA PO.
- VA PO's typically begin with a “VA” , 3 numeric, or 4 numeric.
- Pending your PO has been labelled with a leading “VA”, this should be removed prior to submission; VA123A56789 should be submitted as 123A56789.

***NOTE: Do not input the leading VA if presented on your PO Number**





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6. Adding Special Line Items

- To add Freight or special charges to an invoice, you must create a new line item AND save each line item as it is created. These line types can be found in the drop down menu. See images below for examples. All lines should be accurately placed in the correct type to ensure successful processing for payment. Special Line Items are only applicable if you've incurred additional costs such as Freight outside of the PO.

Invoice items

Line item type

- Goods
- Normal line**
- Goods
- Service
- Special line**
- Admin Charge
- Carriage
- Credit / Discount
- Demurrage
- Freight
- Fuel Surcharge
- Green Tax
- Insurance
- Packing
- Rounding Line
- Special Charge

Product description*

Unit*

Quantity*

Price*

Tax type*

Tax amount

Save line item Cancel

Net	0.00
Discount	0.00
Tax	0.00
Total	0.00

Invoice items

Line item type

Freight

Description

Quantity

Price

Tax type

Tax amount

Service delivery start date

Service delivery end date

Save line item Cancel

Net	0.00
Tax	0.00
Total	0.00





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7. Submit and send your invoice

- Once you have completed the invoice, you will be presented with a few options: “Save as Template”, “Save”, “Preview”, and “Send”.
- Select “Send” to submit this invoice to the OB10 system to be processed to your customer.
- Processing is typically completed within a matter of minutes, please ensure the data you’ve entered is correct as there is no way to modify once “Send” has been selected.

Payment terms

Early payment discount

☒ No discount for early payment

☐ Apply a discount for early payment

Late payment conditions

Summary

Invoice(\$)

Total net 5.00

Total tax 0.00

Undo changes

Total gross 5.00

Save as template Save Preview **Send**

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- Select “Preview” to verify the invoice image.

Payment terms

Early payment discount

☒ No discount for early payment

☐ Apply a discount for early payment

Late payment conditions

Summary

Invoice(\$)

Total net 5.00

Total tax 0.00

Undo changes

Total gross 5.00

Save as template Save **Preview** Send

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- Select “Save” to save the invoice as-is for submission at a later time.
This option will send the invoice to the “Save Invoices” section at the bottom of step 4.
- If “Save” is selected; your invoice has not been submitted to the VA for processing.
- If you have selected “Save”, you can re-activate and submit the invoice by going to [INVOICING] → Create and Invoice; Select the Edit icon to the right of your invoice number at the bottom of the screen.

Payment terms

Early payment discount

☒ No discount for early payment

☐ Apply a discount for early payment

Late payment conditions

Summary

	Invoice(\$)
Total net	5.00
Total tax	0.00
Undo changes	
Total gross	5.00

[Save as template](#) **Save** [Preview](#) [Send](#)

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- Select “Save as Template” to save the invoice you have created as a template for later editing and resubmission.

Payment terms

Early payment discount

☒ No discount for early payment

☐ Apply a discount for early payment

Late payment conditions

Summary

	Invoice(\$)
Total net	5.00
Total tax	0.00
Undo changes	
Total gross	5.00

Save as template [Save](#) [Preview](#) [Send](#)

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D. Attachments and supporting documentation.

- Occasionally you may need to provide additional information or supporting documentation to allow certification or confirmation of your invoice. These can range from standard forms, to time sheets, to Bill of Lading.

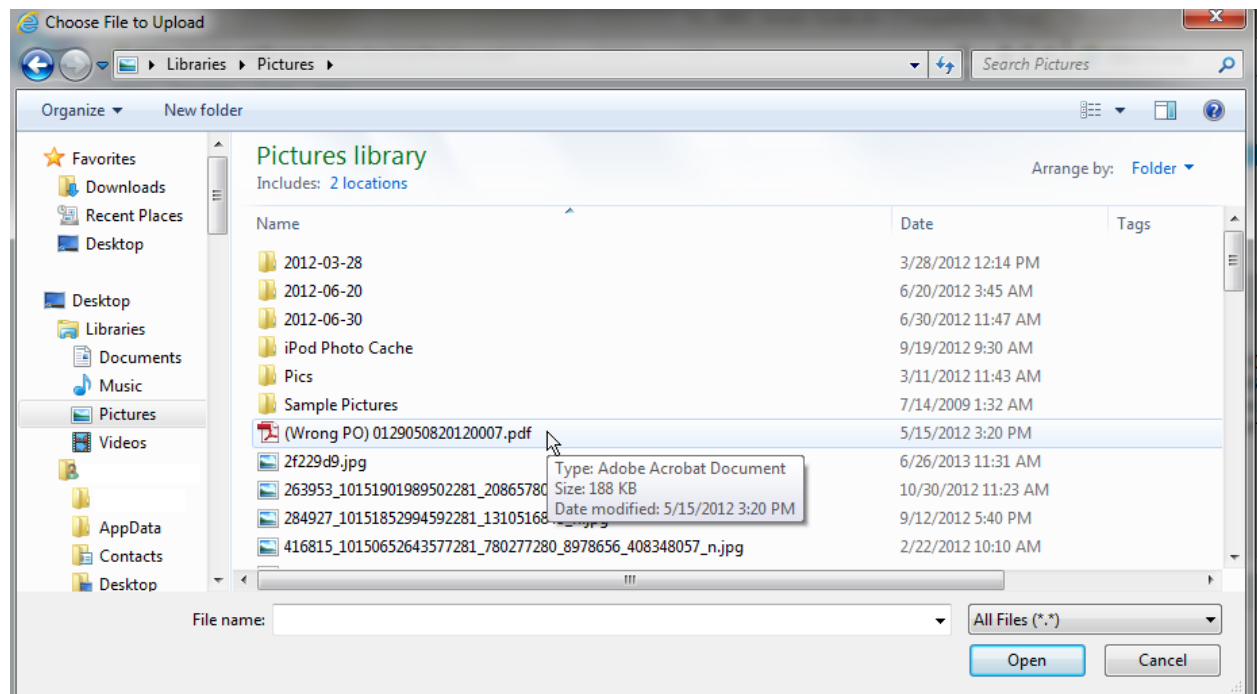
Additional information

Attachments ?

Select and upload

- File types we accept ¹
- Your customer allows a maximum of 10 attachments.
- The maximum file upload size is 12 MB.
- Before uploading any attachments please check that the files are not corrupt or have been write protected. If they are, your customer will not receive them.

- Occasionally, Attachments must be provided within the section provided prior to submission to assist in certification of your invoice.
- The VA FSC currently accepts PDF extension images to support your invoice. As stated you may attach up to ten (10) PDF images with a total file size of 12 MB. You must ensure prior to submission that your PDF images are not corrupted or password protected.
- When selecting the “Select and upload” option, you will be prompted to navigate and select each PDF to be attached through a pop-up window similar to below. Please be advised you **MUST** select all attachments at the same time to upload multiple attachments.






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E. Invoice Notifications

- Invoices submitted to the VA through OB10 are typically processed in 4 hours to 15 minutes; however processing can take up to 24 hours.
- All invoices submitted via OB10 will trigger OB10 Invoice Notifications through email to tell you whether your invoice has been accepted by OB10's validations. If you are not receiving OB10 invoice notifications via email, please contact your OB10 portal administrator or OB10 support.
- Invoice status can also be checked by logging into the OB10 portal and following the menu to Invoicing → Invoice Status. Invoices will have 1 of the following statuses:
 - Submitted: File submitted awaiting processing
 - Accepted: File processed awaiting delivery to buyer
 - Failed: File failed invoice validation required for the VA.
 - See reason code and description and/or contact support through support ticket.
 - Delivered: File has been delivered to the VA.
- If you are seeking further clarification of the status of your invoice post-delivery, you must be registered and have access to the VA owned website VIS; This site is operated by the VA and therefore OB10 cannot provide support of the process or procedures.

Web Address for VIS: <https://www.vis.fsc.va.gov/>



Authorized Use Only


VA systems are intended to be used by authorized VA network users for viewing and retrieving information only; except as otherwise explicitly authorized for official business and limited personal use under VA policy. Information from this system resides on and transmits through computer systems and networks funded by the VA. All access or use constitutes understanding and acceptance that there is no reasonable expectation of privacy in the use of Government networks or systems. All access or use of this system constitutes user understanding and acceptance of these terms and constitutes unconditional consent to review and action including (but not limited to) monitoring; recording; copying; auditing; inspecting; investigating; restricting access; blocking; tracking; disclosing to authorized personnel; or any other authorized actions by all authorized VA and law enforcement personnel. Unauthorized user attempts or acts to (1) access; upload; download; change; or delete information on this system; (2) modify this system; (3) deny access to this system; (4) accrue resources for unauthorized use; or (5) otherwise misuse this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal; civil; or administrative penalties.

Special Login Information

Please note that VIS has now changed to use your EMAIL address as your username. Users of previous versions of the VIS system used a separate username. From now on, you only need to remember your registered email address and use it as your username.

Email:

Password:

**VIS Training Tutorial**

Check out the new [VIS Training](#). In order to assist you, we've compiled a complete training session for first time users. This training also offers refresher courses and training on specific topics based on the user's choice. You may Pause, Rewind, Stop and Replay these training sessions as needed. Happy Training!

Note: These presentations require the installation of the Macromedia Flash player. If you need it, you can [click here to obtain the Flash Player now!](#)





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F. OB10 Support and Video Tutorials

OB10's supplier support team is available to assist should you have issues with the electronic invoicing process. The most efficient way to access OB10 support is to open a ticket via the OB10 portal. More information about the support team can be found at www.ob10.com/support or by calling 1-877-489-6135. OB10 does not offer email based support.

The VA FSC offers email and phone based support for queries after your invoice has been delivered or to assist in clarification. Payment clarification or queries should be researched within the VIS Portal as previous referenced on the previous page.

VAFSC CSHD vafscshd@va.gov or 1-877-353-9791.

Should you be interested in self assistance via video tutorials, follow the links below which offer quick generalized review of a standard invoice or answer.

- [How to navigate the OB10 Portal Home Page](#)
- [Manage your company and user settings](#)
- [Quick and Easy invoice entry on the OB10 Portal](#)
- [Creating Invoices or Credit Notes on the Portal](#)
- [Convert purchase orders into invoices](#)
- [Set up and run reports via the Portal](#)
- [Finding help and support](#)
- [Raising a ticket](#)

G. Department of Veterans Affairs OB10 Number.

OB10 Number	Location	Address
AAA544240062	Austin, TX	PO Box 149971 Austin TX 78714-9971





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H. Quick Links [\(click the question for the FAQ\)](#)

FAQ's for submitting invoices to the VA FSC via OB10

Who is OB10?
What is electronic invoicing?
How does it work?
Who can use the service?
How do I get started?
Is OB10 HIPAA compliant?
How do I enroll for ACH Payments?
What if I already subscribe to the OB10 network?
What if I already use OB10 for invoicing the VA FSC?
What are the restrictions of the paid service?
Why do I need to invoice through FSC in Austin instead of through the local station?
Do I need to provide supporting documentation?
Is this a requirement?
Can I send my invoices via EDI directly to the VA, instead of OB10?
Are there fees associated with the e-Invoicing service?
I can make invoices available to my customer to view via the Internet. Can I use this?
Do I need to install any software?
What if I don't have a system capable of creating electronic invoices?
Can I send electronic invoices using OB10 to other customers?
Will the VA make payments using OB10?
For further information on OB10 and the OB10 service:

Invoice Guidelines for Supplier Partners

Invoice Requirements
Invoice Number
Purchase order number
Unit Price
Quantity and Unit of Measure
Ship-To Location Name and/or code
Receipt of Goods/Services
Invoice Payment Terms
Supplier DUNS Number

ACH VENDOR/MISCELLANEOUS PAYMENT

Enrollment Form
Standard Form (SF) 3881 Instructions





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FAQ's for submitting invoices to the VA FSC via OB10

Who is OB10?

OB10 is the leading global business-to-business electronic invoicing network, used in more than 90 countries. The OB10 e-Invoicing network simplifies and streamlines invoice-to-pay processes between companies and their suppliers.

While the Global Headquarters for OB10 is located in the United Kingdom, The VA is doing business with the US subsidiary OB10, Inc. based in Atlanta GA. VA is dealing solely with the US entity, not the international entity.

What is electronic invoicing?

Electronic invoicing (e-Invoicing) is a communication methodology that utilizes the Internet to allow the VA to receive invoice data as well as the invoice image directly from vendors without the need to print and mail paper invoice copies. As defined, emailed invoices and fax are not acceptable because the ability for the computerized system to automatically read the invoice data and route it for payment is lost.

How does it work?

OB10 receives invoice data from you through the Internet and verifies certain data fields on behalf of the VA key to AP routing and approval, and sends a confirmation report to a contact (or group email) of your choosing. OB10 will then create an invoice PDF from that data and have the data and PDF image delivered into the VA accounts payable system. The certifying official at the station can then have the data and image available for certification. This process typically takes no longer than 30 minutes.

Who can use the service?

VA vendors who are issued Purchase Orders payable from the FSC in Austin, TX are eligible for the service. Fee based and invoices paid by credit card are not in scope.

How do I get started?

By following the steps outlined at <http://www.ob10.com/veteransaffairs> and selecting "Register Now" Pending you would like to register for an Integrated Solutions account, please contact va.registration@ob10.com with the name of your company to begin the technical implementation for automation. After setup, OB10 will confirm your company details with VA FSC and you will then receive a "Ready to Transact" email from OB10. At this point you can begin invoicing the VA.

Is OB10 HIPAA compliant?

Yes, OB10 is HIPAA compliant as of 2010.





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How do I enroll for ACH Payments?

If you are registered in the Federal Government's System for Awards Management (SAM) website, all you need to do is fax your DUNS # to 512-460-5221, or you can provide it on your invoice and the VA can extract the data from SAM. If you are not registered in SAM, please complete and return the SF 3881 ACH Vendor Enrollment Form.

Is this initiative for all electronic requests for payment?

No, this initiative and requirement encompasses commercial invoicing and payments. All Fee and Champ VA requests for electronic payment should remain consistent with current invoicing practices.

H. All Fee should be directed to the Station

I. All Champ VA should be issued following your current practices for Champ VA.

What if I already subscribe to the OB10 network?

If you already have an account with OB10, please log on with your credentials, and log a support ticket requesting the VA be added as a new buyer to your account. OB10 will then update the account to allow invoicing after verification by the VA FSC. Because of compliance and security guidelines, you may require a separate isolated account from your other commercial clients.

What are the restrictions of the paid service?

The program began February 1st, 2009. All suppliers who use OB10 exclusively for FSC invoicing will have all OB10 fees waived. Those suppliers who invoice other companies will have all VA FSC invoices free of charge, but fees will be assessed for all other transactions. No reimbursements will be issued for any fees incurred prior to February 1st, 2009.

Why do I need to invoice through FSC in Austin instead of through the local station?

The FSC is the designated agency office for receipt and processing of commercial invoices for the Veterans Health Administration. All invoices (excluding fee-based and credit card payment statements) must first be sent to FSC for data entry into the VA payment and approval system prior to being sent electronically to the local stations for certification.

Do I need to provide supporting documentation?

The requirements for certifying the invoice are determined by the local certifying official and your contract. In some cases, supporting documentation will be required to accompany the invoice. Please select "Help and Support" to view video for instructions on how to submit attachments with your invoice. This can be provided by creating an electronic file either by using print drivers on your computer or scanning the paper. Currently supported files are limited to PDF (or Portable Document Format) files. PDF print drivers available on the web, or as a direct output from a scanner. Once uploaded at the time the invoice is entered into OB10, the supporting documentation is permanently attached to the electronic invoice and sent to the VA FSC certifying official.

All PDF's submitted to the VA must be write enabled (Not password or secure locked)





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Can I send my invoices via EDI directly to the VA, instead of OB10?

The VA has chosen to partner with OB10 to receive electronic invoices due to the value added services EDI alone does not offer. If your system is capable of sending EDI today, you can send your invoices directly to OB10 as a standard EDI 810 or any other structured data file your software will output.

Are there fees associated with the e-Invoicing service?

There are no fees for invoices sent through OB10 to the VA FSC. Additional charges will occur should you decide to send invoices to other companies on the OB10 network. If at any time you are prompted to purchase transactions or pay a fee, please raise an OB10 Support ticket from your portal account stating such.

I can make invoices available to my customer to view via the Internet. Can I use this?

No. The VA FSC requires invoices to be submitted by the supplier to the FSC, and not retrieved by VA FSC staff. The OB10 network ensures that the VA receives the invoice data you send in a format that will automatically upload into our accounting software and is in full compliance with the Prompt Payment Act.

Do I need to install any software?

No, the OB10 service is non-intrusive. Suppliers can use a standard Internet browser to upload electronic files created by your existing accounting system.

What if I don't have a system capable of creating electronic invoices?

All you need is an Internet connection and standard Internet browser.

Can I send electronic invoices using OB10 to other customers?

Yes, once you are subscribed to the OB10 network, OB10 will enable you to send electronic invoices to any other customers that are on the OB10 network. Please note additional charges will be incurred for invoices non-VA customers.

Will the VA make payments using OB10?

No, The VA will continue to make payment via existing means until further notice.

Please view the VIS website at: <https://www.vis.fsc.va.gov/login.aspx?ReturnUrl=%2fDesktopDefault.aspx>

For further information on OB10 and the OB10 service:

See <http://www.ob10.com/Country/US/VeteransAffairs> , email va.registration@ob10.com.





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I. VA FSC Automated Clearing House (ACH) electronic payments.

While making the invoice submission process completely electronic, the VAFSC would also like to expand on their electronic payments. To this end, an Automated Clearing House (ACH) enrollment form can be found at <http://www.fiscal.treasury.gov/> following a search for '3881' or below. OB10 is not affiliated with ACH Payments.

ACH VENDOR/MISCELLANEOUS PAYMENT

Enrollment Form

This form is used for Automated Clearing House (ACH) payments with an addendum record that contains payment-related information processed through the Vendor Express Program. Recipients of these payments should bring this information to the attention of their financial institution when presenting this form for completion.

PRIVACY ACT STATEMENT

The following information is provided to comply with the Privacy Act of 1974 (P.L. 93-579). All information collected on this form is required under the provisions of 31 U.S.C. 3322 and 31 CFR 210. This information will be used by the Treasury Department to transmit payment data, by electronic means to vendor's financial institution. Failure to provide the requested information may delay or prevent the receipt of payments through the Automated Clearing House Payment System.

AGENCY INFORMATION

FEDERAL PROGRAM AGENCY

U.S. Department of Veterans Affairs – Financial Services Center

AGENCY
IDENTIFIER:
111036183

AGENCY LOCATION CODE (ALC):
36001200

ACH FORMAT:
☐ CCD+ ☐ CTX

ADDRESS:

P.O. Box 149971

Austin, TX 78714-8971

CONTRACT PERSON NAME:
Customer Support Help Desk – Vendorizing Team

TELEPHONE NUMBER
1-877-353-9791

ADDITIONAL INFORMATION

Fax completed form to (512) 460-5221





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PAYEE/COMPANY INFORMATION

NAME

SSN NO. OR TAXPAYER ID
NO.

ADDRESS

CONTACT PERSON NAME:

TELEPHONE NUMBER:
()

FINANCIAL INSTITUTION INFORMATION

NAME:

ADDRESS:

ACH COORDINATOR NAME:

TELEPHONE NUMBER:
()

NINE-DIGIT ROUTING TRANSIT NUMBER:

DEPOSITOR ACCOUNT TITLE:

DEPOSITOR ACCOUNT NUMBER:

LOCKBOX
NUMBER:

TYPE OF ACCOUNT:

☐ CHECKING

☐ SAVINGS

☐ LOCKBOX

SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL:
(Could be the same as ACH Coordinator)

TELEPHONE NUMBER:
()

SF 3881 (Rev. 2/2003)





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Note: All information on the SF 3881 is required. Vendorizing Coversheet must be attached at the time of submission. Any submission missing information will be returned to the sender for completion.

Forms are processed in the order of receipt.

Agency Information

1. Vendor must select the preferred ACH format for direct deposit. Check the corresponding box for either CCD+ or CTX format. If no choice is made, this defaults to CCD+.

Payee/Company Information

1. Name
 - A. This must be the legal name for the vendor as on file with IRS.
 - B. If invoice billing or remit to name is different from the legal name, also provide this name as a doing business as (DBA) name.
2. SSN No. or Taxpayer Id No.
 - A. This must be the legal social security number (SSN), federal employer id number (EIN), or federal taxpayer id number (TIN).
3. Address
 - A. This is the correspondence mailing address to include city, state, and zip code. Please do not abbreviate city names.
4. Contact Person Name
 - A. This is the name of the vendor's contact person.
5. Telephone Number
 - A. This is the phone number of the vendor's contact person. Please be sure to include area code. This person may be contacted by VAFSC Vendorizing Team to answer questions related to the vendor's file with VA.

Financial Institution Information – VAFSC does not have wire capability. ACH Direct Deposit is used to make payments.

1. Name
 - A. This is the name of the bank being used for direct deposit.
2. Address
 - A. Address of bank, to include city, state, and zip code. Please do not abbreviate city names.
3. ACH Coordinator Name
 - A. Banks have ACH Coordinators who can answer questions for vendors regarding the process. VAFSC does not use this name. It is for your information only.
4. Telephone Number
 - A. This is the phone number of the bank or ACH Coordinator. This can be useful information if payments reject.
5. Nine-Digit Routing Transit Number
 - A. This number identifies the bank when direct deposits are made.
 - B. This number should begin with 0, 1, 2, or 3.
 - C. Take this number from a *check*, not a deposit slip.
 - (1) Deposit slip routing numbers are internal numbers for bank use only.
 - (2) If you cannot locate your routing number, contact your bank and ask for the routing number for direct deposit.





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6. Depositor Account Title
 - A. This is the name on the account.
7. Depositor Account Number
 - A. This is the account number.
8. Lockbox Number
 - A. Lockbox numbers are treated as checking accounts. Please include the lockbox number if there is one.
9. Type of Account
 - A. Please select the type of account used (checking, savings, lockbox). Again, lockboxes are treated as checking accounts.
10. Signature and Title of Authorized Official
 - A. Signature is required on all SF 3881 submissions. The signature must be the owner of the account in cases of individuals or a company official (with title) in cases of companies.
11. Telephone Number
 - A. This is the phone number of the individual or company official who signed the form.

Submit forms by fax to (512) 460-5221 or by mail to PO Box 149971 Austin, TX 78714-8971.

OB10 is not affiliated with ACH Payments.

Thank you from OB10 and the Department of Veterans Affairs Financial Service Center.

